



### About the Baldrige Performance Excellence Program

Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

## Baldrige in Kentucky

- **1 Kentucky applicant for the Baldrige Award (2005–2015)**
- **1 Baldrige examiner from Kentucky volunteered over \$15,000 in services in 2014.**

### Kentucky Center for Performance Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. The Kentucky Center for Performance Excellence (KyCPE; <http://www.kycpe.org/>) promotes the Baldrige Excellence Framework in Kentucky. The Criteria comprise questions surrounding seven areas of organizational operations. Answering the questions helps organizations better understand and satisfy their customers, students, patients, stakeholders, and workforce. The Criteria are introduced to organizations through the 4-tiered award process.

### 2013–2014 Kentucky Performance Excellence Award Winners

Eastern Kentucky University College of Education (Commitment)	Humana—Strategic Communications (Commitment)
Humana—National Policy Development (Commitment)	LATA Environmental Services of Kentucky, LLC (Commitment)
Kentucky Department of Education—Commissioner's Delivery Unit (Commitment)	Montgomery County Schools (Commitment)
Hospital Pharmacy Management Services (Interest)	Louisville Metro Department of Public Health and Wellness (Interest)
Graves Gilbert Clinic (Commitment)	

### AHCA/NCAL National Quality Award Winners in Kentucky

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Boyd Nursing and Rehabilitation Center (2015, Silver)	Magnolia Village Center, Genesis Healthcare (2015, Bronze)
Kindred Nursing and Rehabilitation—Maple (2015, Silver)	Owensboro Center, Genesis HealthCare (2015, Bronze)
Christian Care Center of Kuttawa (2015, Bronze)	Nazareth Home (2014, Silver)
Christian Care Center of Lancaster (2015, Bronze)	Rivers Edge Nursing & Rehabilitation Center (2014, Bronze)
Diversicare of Greenville (2015, Bronze)	Woodcrest Nursing & Rehabilitation Center (2014, Bronze)
Highlands Health and Rehabilitation Center (2015, Bronze)	

## Robert W. Carey Performance Excellence Award Winners in Kentucky

The Secretary of Veterans Affairs' [Robert W. Carey Performance Excellence Award](#) recognizes organizations within the Department of Veterans Affairs that have implemented management approaches that result in sustained high levels of performance and service to veterans. The award criteria are aligned with the Baldrige Excellence Framework.

Camp Nelson National Cemetery (Performance Excellence, 2010)

Kentucky National Cemetery Complex (Performance Excellence, 2013)

Louisville VA Medical Center (Trophy, 2009)

Robley Rex VA Medical Center (Circle of Excellence, 2010)

## Baldrige in the U.S.

- Organizations from all sectors and of all sizes use the Baldrige Excellence Framework to achieve their success and sustainability goals.
- U.S. organizations applying for the Baldrige Award have received 1,639 feedback reports detailing organizational strengths and opportunities for improvement.
- 102 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2015 applicants represent 567,434 U.S. jobs, 2,665 work sites, more than \$142 billion in revenues/budgets, and an estimated 449 million customers served.
- 349 national Baldrige examiners volunteered roughly \$5.3 million in services in 2015.
- In 2014, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 2,152 volunteer examiners.

## Sample Achievements by Baldrige Award Winners

- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
  - **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
  - In **customer satisfaction, outperformed its closest competitor** in 20 of 20 performance attributes (MESA)
  - Consistent **Healthgrades scores in the top 10% nationally** for patient safety, general surgery, gastrointestinal care, and joint replacement (Hill Country Memorial)
  - Voted "**Best Financial Institution**" by readers of the *Boulder Daily Camera* for 15 of 16 years; more mortgage volume in its county than any of its competitors (Elevations Credit Union)
  - Despite rigorous public school graduation requirements, a **97.4% graduation rate** in 2012-2013 (Pewaukee School District)
  - **Revenue growth** from about \$120 million in 1997 to about \$625 million in 2009 (MEDRAD)
  - For four years, composite performance **at or better than the top 10% of health care systems nationally** for each disease group in the core measures reported by the Centers for Medicare and Medicaid Services (St. David's HealthCare)
  - 90% or higher **customer satisfaction** levels (Premier Inc.)
- Profitability during 4 years of economic downturn while the rest of the industry saw minimal growth and modest profit (Freese and Nichols)